



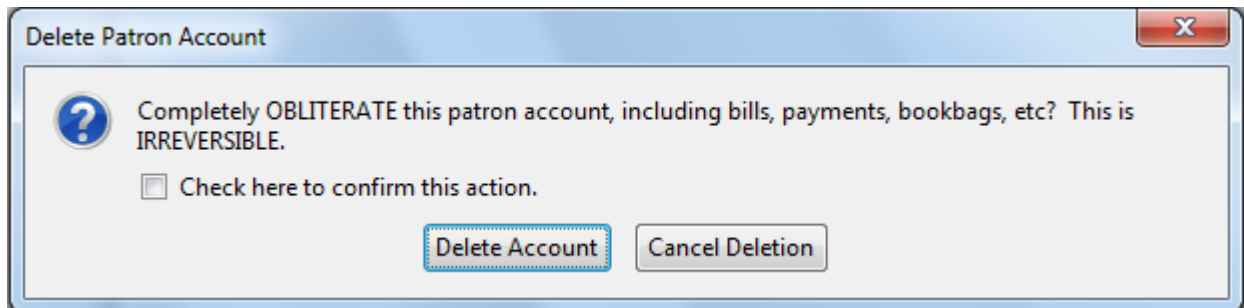
## Deleting Patrons

Inactive patron accounts that do not reflect fines or fees, items checked out or claims returned activity will be purged one (1) year from the date of being last used. Member libraries are required to review patron records and mark records “inactive” or delete the patron’s account if expired or unused by the patron during the previous twelve (12) months. LocalAdmins may delete patrons when the home library of the patron matches the local library of the LocalAdmin. LocalAdmins may also grant this permission to other staff members so they will have the ability to delete patrons.

Open the patron account to be deleted and assess whether the patron has open transactions on their account. If there are no open transactions on the account, navigate to Other. Then choose Delete Patron Account.

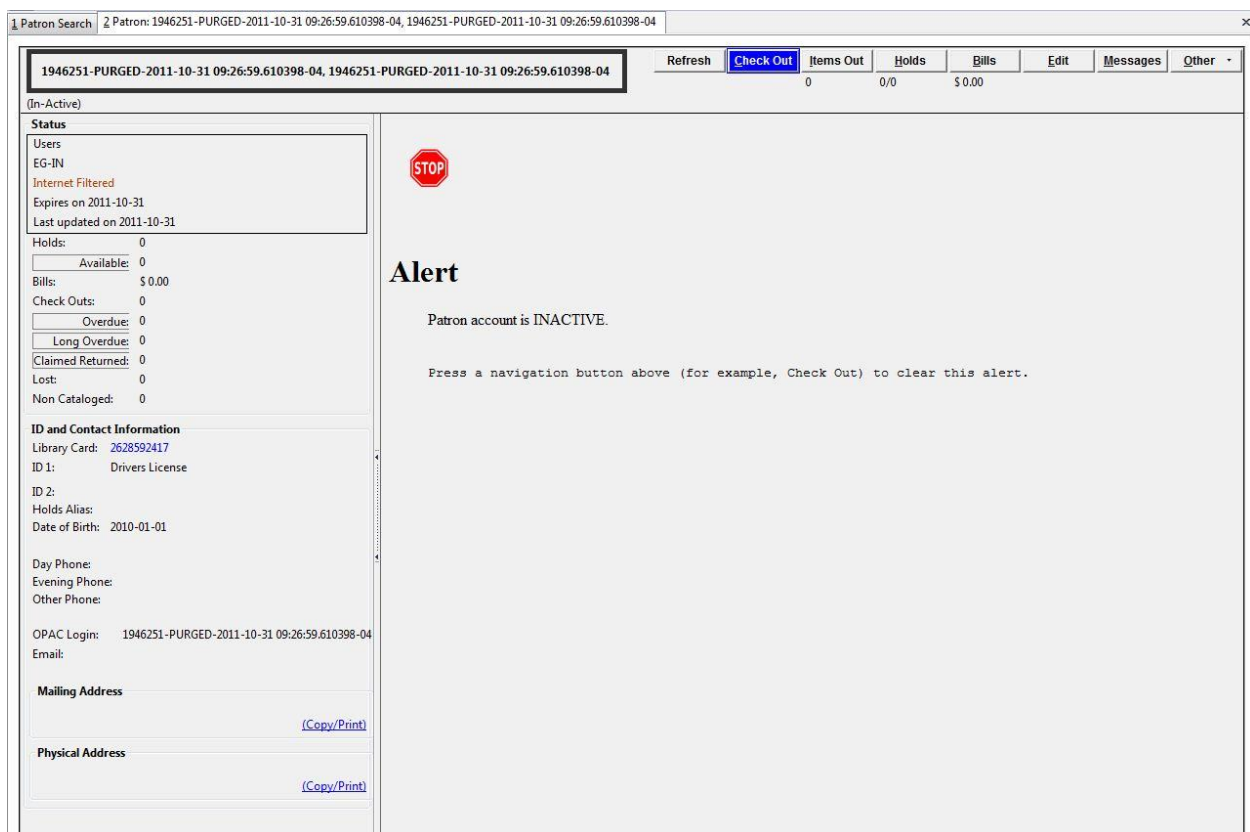
The screenshot shows the EverGreen Indiana patron management interface. At the top, there are tabs for "1 Patron Search", "2 Patron: BORGER, SHAUNA", "3 Tab", and "4 Patron: Knapp, Andrea Lillian". The "Knapp, Andrea Lillian" tab is selected and highlighted with a green box. Below the tabs, there are buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Messages", and "Other". The "Check Out" button is highlighted in blue. To the right of these buttons, there are statistics: "0", "0/0", and "\$ 0.00". Below the buttons, there is a "Check Out" section with a "Barcode:" dropdown, a "Submit" button, and a "Specific Due Date" checkbox. The "Messages" button has a dropdown menu open, showing options: "Display Alert and Messages", "Notes", "Triggered Events", "Statistical Categories", "Booking", "Surveys", "Group Member Details", "Test Password", "User Permission Editor", "Toggle Summary", "Delete Patron Account" (highlighted in blue), and "Exit". The main content area is divided into two columns. The left column contains the "Status" section with fields for "PLAC", "BR1", "Internet Filtered", "Expires on 10/14/16", "Holds", "Available", "Bills", "Check Outs", "Overdue", "Long Overdue", "Claimed Returned", "Lost", and "Non Cataloged". Below this is the "ID and Contact Information" section with fields for "Library Card", "ID 1", "ID 2", "Holds Alias", "Date of Birth", "Day Phone", "Evening Phone", "Other Phone", "OPAC Login", and "Email". Below that is the "Mailing Address" section with fields for "8770 Engineering Fall" and "Midland IN 47445". Below that is the "Physical Address" section with fields for "8770 Engineering Fall" and "Midland IN 47445". The right column contains the "Check Out" table with columns for "Barcode", "Due Date", and "Title". At the bottom of the interface, there are buttons for "Print Receipt", "Export", "Copy to Clipboard", "Save Columns", "Strict Barcode", "Auto-Print", and "Done".

NOTE: You must click the Check here to confirm this action box whether you choose Delete Account or Cancel Deletion.



A dialog box titled "Delete Patron Account" with a close button (X) in the top right corner. Inside the dialog, there is a question mark icon followed by the text: "Completely OBLITERATE this patron account, including bills, payments, bookbags, etc? This is IRREVERSIBLE." Below this text is a checkbox labeled "Check here to confirm this action." At the bottom of the dialog are two buttons: "Delete Account" and "Cancel Deletion".

The following screen will display after the Delete is complete:



A screenshot of a library system's "Patron Search" results page. The search results show a single entry for a patron with ID "1946251-PURGED-2011-10-31 09:26:59.610398-04". The patron's status is "In-Active". The left sidebar contains sections for "Status" (Users, EG-IN, Internet Filtered, Expires on 2011-10-31, Last updated on 2011-10-31), "ID and Contact Information" (Library Card: 2628592417, ID 1: Drivers License, ID 2:, Holds Alias:, Date of Birth: 2010-01-01, Day Phone:, Evening Phone:, Other Phone:, OPAC Login: 1946251-PURGED-2011-10-31 09:26:59.610398-04, Email:, Mailing Address, Physical Address), and "Bills" (Available: 0, Bills: \$ 0.00, Check Outs: 0, Overdue: 0, Long Overdue: 0, Claimed Returned: 0, Lost: 0, Non Cataloged: 0). The main content area displays a red "STOP" sign icon and an "Alert" message: "Patron account is INACTIVE. Press a navigation button above (for example, Check Out) to clear this alert." The top navigation bar includes buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Messages", and "Other".

A patron may return to your library with the library card associated with the deleted account. If you attempt to retrieve the patron account in the Checkout screen, you will receive a message which notifies you that the barcode was not found. At that point, you can search Everywhere in the patron database for the patron. If you still do not find the patron account, notify the patron that their account has been purged due to inactivity in accordance with State Library Law. You will need to ask for identification and register the patron again according to the Evergreen Indiana Circulation Policy and Procedures as you will not be able to access the patron account.

1 Patron Search

2 Patron: 1946251-PURGED-2011-10-31 09:26:59.610398-04, 1946251-PURGED-2011-10-31 09:26:59.610398-04

3 Check Out

Retrieve Patron

Barcode:

Barcode 2628592417 not found.

No Patron Selected

Search for Patron

☒ Include inactive patrons?

Limit results to patrons in

Last Name:

First Name:

Middle Name:

Alias:

Email:

Phone:

ID:

QPAC Login:

Barcode:

Address 1:

Address 2:


City:

ZIP:

Filter by Permission Profile:

Barred	Date of Birth	Last Name	First Name	Middle Name	Library Card: Barcode
--------	---------------	-----------	------------	-------------	-----------------------

The page at http://mig.evergreen.lib.in.us says:

 No patrons found matching search criteria.